

1 DAY

# ADVANCED INTERPERSONAL SKILLS WITH DISC



Communication Skills Course

## LEARNING OUTCOMES

- Use the DISC® Profile to identify your preferred communication and working style.
- Recognise different DISC® styles in others and adapt your approach for better results.
- Learn how to motivate different personality types to enhance productivity.
- Understand sources of tension between styles and develop strategies to manage differences effectively.
- Increase self-awareness to prevent conflicts and handle challenging situations with confidence.

## COURSE OVERVIEW

Working with people who approach tasks differently can be challenging. Yet, both individuals and teams grow when they embrace these differences and recognise that “different” isn’t negative—it’s simply another way of working. The DISC® Profile helps you understand your own communication and behavioural style, while also providing insights into others’ styles, enabling you to bridge gaps, improve collaboration, and strengthen team dynamics.

This course is designed for professionals in HR, sales, management, L&D, or any individual looking to improve communication, teamwork, and leadership by understanding different personality styles and reducing workplace conflict.

## TOPICS COVERED IN THIS COURSE

### Dealing with Frustrating Behaviours

Learn strategies to manage and respond effectively to challenging or irritating behaviours in colleagues, reducing stress and improving collaboration.

### Understanding Tension Amongst Profiles

Explore the common sources of conflict between different DISC® styles and how to address misunderstandings constructively.

**Applying the DISC® Profile**  
Deepen your knowledge of the DISC® framework and learn how to apply it practically to improve communication, teamwork, and leadership effectiveness.

### Motivating Others

Identify what drives each personality type and develop tailored approaches to inspire engagement, productivity, and commitment.

### Managing Difficult Situations

Gain tools and techniques to handle challenging interactions, resolve conflicts, and maintain positive workplace relationships.

### Enhancing Self-Awareness

Build insight into your own communication style, triggers, and strengths to improve decision-making, influence, and overall interpersonal effectiveness.